

ALASKAHOST – NEW AND IMPROVED

The AlaskaHost **Basic Customer Service Training** class (formerly an 8 hour class) has been revised and condensed into a **4 hour training seminar**. Some of the topics covered within the class include:

- What is customer service and why is it important?
- The economic benefit of tourism to the state of Alaska
- The power of positive first impressions
- Types of angry customers
- How to handle dissatisfied or angry customers



Artwork Courtesy of Rie Muñoz
Juneau, Alaska
www.riemunoz.com

Organizations will now be able to send their employees to the half-day class or may customize a full day's class according to their training needs by selecting additional modules at their convenience. In 2006, new training modules will include:

CulturalHost (3 hr.) –

The Alaska Native *CulturalHost* Seminar is a comprehensive training program designed with assistance from the Cook Inlet Tribal Council to provide a greater understanding and appreciation of Alaska Native culture for workers within Alaska's hospitality and tourism industry.

Serving Customers with Disabilities (1 hr) -

This class provides participants with information on how to better accommodate and respect the varied needs of customers with disabilities. Features the video *The Ten Commandments of Communicating with people with Disabilities*.

Telephone Customer Service (1 hr) –

The telephone is often the first point of contact that potential customers may have with your business. The *Telephone Customer Service* class will provide instruction on the basics of handling incoming and outgoing telephone calls for your business or organization.

Alaska in your Backyard: Learning about the "Last Frontier" (1 hr) –

How well do your employees know the local history, sights, activities and attractions of your community? *Alaska in your Backyard* provides an opportunity for participants to learn more about their local area and provide factual community and regional information for many different types of visitors.

Training classes featuring the new curriculum will begin **January 2006**. If you are interested in learning more about the new curriculum, would like to sign up to receive AlaskaHost training, or are interested in becoming a certified AlaskaHost trainer, please contact Dru Garson at 907-465-2162 or dru_garson@commerce.state.ak.us.